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Counsel for Defendant

UNITED STATES DISTRICT COURT
 WESTERN DISTRICT OF WASHINGTON
 AT SEATTLE

DEBRA BROWN, individually and on behalf
 of all others similarly situated,

Plaintiff,

v.

UNIVERSAL AUTO GROUP III, INC., D/B/A
 ENUMCLAW CHRYSLER JEEP DODGE
 RAM,

Defendant.

No. 2:21-cv-00700

DEFENDANT'S INITIAL
 DISCLOSURES

Defendant submits the following initial disclosures pursuant to Fed. R. Civ. Proc. 26:

Individuals with Relevant Information

1. Philip W. Bivens, President
 Universal Auto Group III, Inc.
 c/o Vandenberg Johnson & Gandara LLP
 1201 Pacific Avenue Suite 1900
 Tacoma, WA 98401
 (253) 383-3791

Mr. Bivens is the President of the Defendant and has knowledge of its business operations.

DEFENDANT'S INITIAL DISCLOSURES - 1
 Case No. 2:21-cv-00700

VANDEBERG JOHNSON & GANDARA, LLP
 ATTORNEYS AT LAW
 1201 PACIFIC AVENUE, SUITE 1900
 P.O. BOX 1315
 TACOMA, WASHINGTON 98401-1315
 (253) 383-3791 (TACOMA)
 FACSIMILE (253) 383-6377

2. Brian Rzentkowski
c/o Vandenberg Johnson & Gandara LLP
1201 Pacific Avenue Suite 1900
Tacoma, WA 98401
(253) 383-3791

Mr. Rzentkowski is the Director of Marketing of the Defendant and as such has knowledge of all advertising campaigns of that company.

3. Eric Arnault
c/o Vandenberg Johnson & Gandara LLP
1201 Pacific Avenue Suite 1900
Tacoma, WA 98401
(253) 383-3791

Mr. Arnault is the General Manager of the Defendant and as such has knowledge of all advertising campaigns of that company.

4. Elizabeth Lluberes, Director of Operations
Yolanda Owens, Director of Client Services
Dealer Wizard
4301 Anchor Plaza Parkway, Suite 230
Tampa, FL 33634
(813) 712-5691

Ms. Lluberes is the Director of Operations and Ms. Owens is the Director of Client Services of Dealer Wizard, and as such have knowledge that no automatic dialing system or prerecorded voice call was ever made by that company on behalf of Defendant to the Plaintiff or anyone else during the applicable time period. They also have knowledge that if a call were made to the Plaintiff or anyone else, they would never "spoof" the Defendant's phone number or use any other phone number than one assigned to Dealer Wizard.

5. Debra Brown
c/o Kira M. Rubel
The Harbor Law Group
3615 Harborview Drive, Suite C
Gig Harbor, WA 98332
(253) 251-2955

Ms. Brown is the Plaintiff in this matter and has knowledge of her visit to the Defendant's dealership in search of a vehicle to purchase, and her interactions with its sales staff, including all phone calls received by her.

DEFENDANT'S INITIAL DISCLOSURES - 2
Case No. 2:21-cv-00700

VANDEBERG JOHNSON & GANDARA, LLP
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TACOMA, WASHINGTON 98401-1315
(253) 383-3791 (TACOMA)
FACSIMILE (253) 383-6377

6. Elijah Labole
c/o Vandenberg Johnson & Gandara LLP
1201 Pacific Avenue Suite 1900
Tacoma, WA 98401
(253) 383-3791

Mr. Labole is a sales representative for the Defendant, and as such has knowledge of his interactions with the Plaintiff.

7. Dustin Dearing
c/o Vandenberg Johnson & Gandara LLP
1201 Pacific Avenue Suite 1900
Tacoma, WA 98401
(253) 383-3791

Mr. Dearing is a sales representative for the Defendant, and as such has knowledge of his interactions with the Plaintiff.

Documentary Evidence

1. Vin Solutions Report from 11/26/20 through 4/24/21.
2. Dealeron lead information regarding "Debby Brown" from 8/20/20 through 11/26/20.

(Copies attached.)

Computation of Damages

Plaintiff has not incurred any damages as a result of her interactions with Defendant.

Insurance Agreement

Defendant does not believe there is an insurance policy which covers the Plaintiff's claim. However, the insurance carrier is checking on possible coverage. We will notify if we discover any insurance coverage.

Expert Witness

Defendant has not yet identified any expert witnesses in this matter.

DEFENDANT'S INITIAL DISCLOSURES - 3
Case No. 2:21-cv-00700

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(253) 383-3791 (TACOMA)
FACSIMILE (253) 383-6377

1
2 DATED this 27th day of July, 2021.

3 VANDEBERG JOHNSON & GANDARA, LLP

4
5 By 

6 James A. Krueger, WSBA # 4708

7 Lucy R. Clifthorne, WSBA # 27287

8 Attorneys for Defendant
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DEFENDANT'S INITIAL DISCLOSURES - 4
Case No. 2:21-cv-00700

VANDEBERG JOHNSON & GANDARA, LLP
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Connect Enumclaw Chrysler Jeep Dodge
 Powered by Salesforce Ram SRT #4660
 Brian Rzenkiewski

CRM Inventory Booking Communications Campaigns Websites Vehicles Insights Settings
 Dashboard Recent Tasks Calendar Email Leads Add Customer Customers Letters Links
 Groups and Users All Dealers, All Groups, All Users

Customers | debby brown

First Name	Last Name	Company	Phone	Type
debby	brown			

City State Postal Code

Customer Note Search

Lead/Opportunities |

Vehicle |

Search Results

Perform Action

50-600 displayed (up to 250) All Customers (17) Selected Action Select Task

<input checked="" type="checkbox"/>	Customer	Sales Rep	Customer Status
<input checked="" type="checkbox"/>	Debby Brown	Enumclaw Chrysler Jeep Dodge Ram SRT D Dearing id 619	H: (C: W:) Lost Lead 11/26/20 2020 Jeep Cherokee Source: Dealership, Get a new Tangsong System, Save 6 months Lead 3 Ref: C

Customer Dashboard

Debby Brown
 (Individual)
 H: (C: W:)

Search: f b i n
 No current or future follow

Click to add customer note

Post: To

Sales (3)	When Lost	Value
Duplicate	11/26/20	
Lost	11/26/20	
Lost	8/20/20	

Call Email Appt.

This lead is currently marked lost. If you want to lead this lead.

Status: Status Not Set

Lead Info

Status: Lost
 Name: Debby Brown

4/24/21 6:28p Lost Lead
 By: Dustin Dearing

12/4/20 3:44p Outbound phone call (Machine)
 By: Dustin Dearing
 Im

11/30/20 9:56a Outbound phone call (Machine)
 By: Dustin Dearing
 Im

11/28/20 3:13p Outbound phone call (Machine)
 By: Dustin Dearing
 Im

11/26/20 6:26p Outbound phone call (Machine)
 By: Dustin Dearing
 Im

11/26/20 6:24p Lead Log
 By: Dustin Dearing
 Sales Rep Changed From Your Friends Enumclaw CJDR to Dustin Dearing

11/26/20 4:14p By: System
 Customer requested to work with Enumclaw Ram (If available)

11/26/20 4:14p Lead received
 By: System
 Comment: www.enumclawchryslerjeepdodge... Submission URL:

Debby Brown(Individual)

Search:



H:

No current or future follow up tasks exist.

W:

[Click to add customer note](#)

Push To

- Sales (3)
- Wish List
- Value

Status	Buyer/Co-Buyer	Created	Source	Vehicle
Duplicate	11/26/20	Dealeron		2020 Jeep Cherokee
Lost	11/26/20	Dealeron - Behavioral Targeting System - Sales Coupon		2020 Jeep Cherokee
Lost	8/20/20	Walk-In		2016 Jeep Cherokee



Call



Email



Appt.



Note



Letter



Text

This lead is currently marked lost. [To reactivate this lead, click here.](#) You can alternately create a new lead by clicking the new lead icon on the toolbar above.

Status:

Lead Info

Status: Lost

Sales Rep: Dustin Dearing

BD Agent: None

Manager: Robert Lunsford

Created: 8/20/20 2:43p (299d)

Source: Walk-In (Walk-in)

Contacted: Yes (0:00)

There isn't a Credit Bureau Service. The service is set to "NONE".

Vehicle Info

2016 Jeep Cherokee Limited (Used)

4WD SUV

Stock #:12395

1C4PJMD51GW118337

3.2L V6

Automatic 9-Speed

Odom: 90,677

Color: Brilliant Black Crystal Pearlcoat

Mfr code: KLJP74

Location: Enumclaw Chrysler Jeep Dodge Ram

Rebates As High As \$0

UAG0002

Luxury Group, Engine: 3.2L V6 24V VVT w/ESS,
Power Front/Fixed Rear Full Sunroof, Radio:
Uconnect 8.4 NAV, Trailer Tow Group

Warning: This vehicle is no longer in your active
inventory

[View Photos](#)

Vehicle(s) of Interest

Click to add additional vehicles of interest

Trade-in Info

(none entered)

Buyer and Co-buyer Information:

Buyer
Debby Brown
Eve:
Day

Co-buyer
(none entered)

Notes & History

All Notes & History



6/9/21
11:19a

Privacy Settings Changed

By: System

Phone calls disabled by Brian Rzentkowski.



6/9/21
11:19a

Privacy Settings Changed

By: System

Email disabled by Brian Rzentkowski.




6/9/21
11:19a


Privacy Settings Changed


By: System


Mail disabled by Brian Rzentkowski.


UAG0003


 11/26/20 Lead Log
6:24p By: Dustin Dearing
Sales Rep Changed From Your Friends Enumclaw CJDR to Dustin Dearing


 11/26/20 Lead Log
4:14p By: System
Sales Rep Changed From Elijah Labolle to Your Friends Enumclaw CJDR


 9/24/20 Lost Lead
1:39p By: Steve Smith

 9/3/20 Outbound phone call (Machine)
2:37p By: Elijah Labolle
LM


 8/27/20 Outbound phone call (Contacted)
1:15p By: Elijah Labolle
Found a car in kirkland no longer interested.


 8/25/20 Outbound phone call (Machine)
9:07a By: Elijah Labolle
LM to call back. calling again later tonight

 8/23/20 Email reply from prospect
10:24a Subject: Re:SUV
By: Elijah Labolle

 Reply

Thank you, Im trying to stay with a Jeep Get Outlook for iOS From: Elijah Labolle Eli
jiah1@enumclawcjd.motosnap.com Sent: Friday, August 21, 2020 5:03:16 PM To: deb
t ou...@gmail.com Subject: SUV The first 2 are actually a

 8/21/20 General Note
6:11p By: System
Click from: SUV
www.enumclawchryslerjeepdodge....

 8/21/20 General Note
6:11p By: System
Click from: SUV
www.enumclawchryslerjeepdodge....



8/21/20
6:11p

General Note
By: System

Click from: SUV
www.enumclawchryslerjeepdodge....



8/21/20
6:11p

General Note
By: System

Click from: SUV
www.enumclawchryslerjeepdodge....



8/21/20
6:08p

General Note
By: System

Click from: SUV
www.enumclawchryslerjeepdodge....



8/21/20
6:08p

General Note
By: System

Click from: SUV
www.enumclawchryslerjeepdodge....



8/21/20
6:08p

General Note
By: System

Click from: SUV
www.enumclawchryslerjeepdodge....



8/21/20
6:08p

General Note
By: System

Click from: SUV
www.enumclawchryslerjeepdodge....



8/21/20
6:07p

General Note
By: System

Click from: SUV
www.enumclawchryslerjeepdodge....



8/21/20
5:03p

Email reply to prospect
Subject: SUV

Read 8 trackable times. First after 1 hours. Customer replied
By: Elijah Labolle

The first 2 are actually at our dealership and easy to show. I included some other options but I do encourage going to www.enumclawchryslerjeepdodge.... as this will be able to help you sort through and find a car you love. then I will be ab...

UAG0005



8/21/20 Outbound phone call (Contacted)

4:53p By: Elijah Labolle

Still in the market sending some options through email to see what she likes!



8/20/20 Showroom Visit

2:42p By: Elijah Labolle

Showroom visit started at 8/20/20 2:43p lasting 2.7 hours

Walkaround Demo - Test Drive Manager Turnover: Steve Smith

Edit Visit



8/20/20

2:42p By: Elijah Labolle

Up from Mexico to take care of grandkids, needs a car while shes up here wants to stay below the 10,000 mark if possible would be ok if we could get a payment around the 250 mark. Wants an Suv to get around as she frequently comes up to visit her family up here.

UAG0006